Karla Santillan

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# Education

**American University, Washington DC May 2023**

School of International Service

BA, International Relations and Leadership Studies

**Wyomissing Area High School, Wyomissing, PA June 2019**

# Experience

**American University Library August 2019-Current**

**Washington, DC**

Circulation and Course Reserves Assistant

* Respond to frequently asked research questions about the library website and course reserves titles
* Shelve books in correspondence with the Library of Congress Classification System

**Chatty Monks Brewing Company November 2017-August 2019**

**West Reading, PA**

Server

* Handled upwards to $1,000 and served around 50-70 patrons per shift
* Successfully multitasked while remaining professional in a fast-paced work environment
* Effectively communicated with front and back of house staff to ensure customer satisfaction

Hostess

* Booked private events and decorated the venue in preparation
* Answered phone and provided solutions to customer inquiries about menus and merchandise

Busser

* Respectfully interacted with customers and proficiently responded to their wants and needs immediately
* Maintained the dining area: cleaned the tables, swept the floor, and removed the trash.

**Homeowner September 2016-August 2019 Wyomissing, PA**

Childcare Provider

* Assisting with childcare, transportation, and homework help for an eight-year-old
* Cared for two large dogs by administering medication and companionship

# Languages

* Spanish: Native Speaker
* English: Native Speaker

# Leadership Activities

* School of Public Affairs Leadership Program at American University
* Co-Secretary General of Model United Nations at Wyomissing
* Advisory Committee of Wyomissing Area’s Mini-THON
* President of French Club at Wyomissing
* Girl Scouts of USA
* National Honor Society at Wyomissing

# Academic Honors and Awards

* Berks Best Finalist in Foreign Language
* Kozloff Scholarship for Excellence in Social Studies and Foreign Language